

PATENT

Att'y Docket No. ROC920010146US1 (IBM/201)

Confirmation No. 1374

CERTIFICATE OF ELECTRONIC TRANSMISSION

I hereby certify that this correspondence for Application No. 10/021,203 is being electronically transmitted to Technology Center 2121, via EFS-WEB, on June 22, 2006.

/Scott A. Stinebruner/
Scott A. Stinebruner, Reg. No. 38,323

June 22, 2006
Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Joseph Philip Bigus et al. Art Unit: 2121
Application No.: 10/021,203 Examiner: Meltin Bell
Filed: October 30, 2001
For: PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS
USING INTELLIGENT AGENTS

AMENDMENT AFTER NON-FINAL REJECTION

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In reply to the Office Action dated March 22, 2006, please amend the above-identified application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 4 of this paper.

Remarks begin on page 13 of this paper.